

















On-Site Quick Guide

Attended

Connecting with one cable

-   Power on (hold 2 sec.)
-   Connect via USB-C
-   Generate One-Time-Password (press 1 time)
-   Give One-Time-Password to trusted support technician







Connecting with two cables

-   Power on (hold 2 sec.)
-   Connect via HDMI & Micro-USB
-   Generate One-Time-Password (press 1 time)
-   Give One-Time-Password to trusted support technician

Troubleshooting



BifrostConnect simply behaves as if you connect a second screen, keyboard and mouse to any IT equipment you might have.

-  **Your support technician can see a screen but not your desktop.**
-  Go to your equipments screen settings and change to "Mirror displays".
-  **Your support technician only see a black screen.**
-  Make sure that you have not connected USB-C and HDMI & Micro-USB at the same time.
-  **Your BifrostConnect device displays "Waiting for network".**
-  Check if your BifrostConnect device is connected to the correct 4G, WIFI or LAN.

Visit bifrost.ink/manuals for advanced operations and troubleshooting.

Useful links

bifrost.ink/support
Troubleshoot and get support

bifrost.ink/videos
See how BifrostConnect work in different scenarios

bifrost.ink/faq
Read our Frequently Asked Questions

bifrost.ink/manuals
View advanced operations and technical requirements and product specifications

bugs.gotobifrost.com/
If you find bugs or vulnerabilities don't hesitate to report them here

